ipLDK

LDP7004N/D Digital Telephone
Quick User Guide

LG

- Do not drop or subject the phone to physical shock
- Do not immerse in water
- Do not disassemble or attempt to modify the phone in any way
- Use a damp or anti-static cloth to clean the phone. Do not use a dry or electrostatically charged cloth. Do not use chemical or abrasive cleaners as these could damage the phone.
- Retain the cardboard packaging supplied with this handset. It should be used if the phone has to be returned for service. The packaging can be recycled when no longer required.
- Please take care not to place the phone in direct sunlight for prolonged periods.

Disclaimer

Crane Telecommunications Ltd and LG Electronics Inc. cannot be held responsible for any damage caused to your system through the improper installation of this phone and/or the failure to use the handset as described in this user guide.

Service

The 7004N/D digital telephone contains no user-serviceable parts. LG recommend that your 7004N/D digital telephone is serviced or repaired by an LG authorised service centre

Preset Messages

Pre-set messages are particularly useful for internal users who call your extension when you are away from your desk or out of the office. Callers will see the message in their display when they call your extension. Preset messages that can be left in the display of your handset are as follows:

00 **PERSONAL/CUSTOMISABLE** Message.

01 **LUNCH, RTN HH:MM** – Use this message if you are away from your desk at lunch. The internal calling party will see this message on their display when the call you.

02 **ON VACATION/RTN DATE (MM:DD)** – This message will inform internal callers that your are on holiday and your expected return date.

03 **OUT OF OFFICE/RTN TIME (HH:DD)** – If you are out of the office for a period of the day internal callers can see your expected return time.

04 **OUT OF OFFICE/RTN DATE (MM:DD)** – As per message 03 but you should use this if you are away from the office for a day or more.

05 **OUT OF OFFICE/RTN UNKNOWN** – This message should really be used in emergencies where you have been called away from the office unexpectedly.

06 **CALL: XX…..(17 DIGITS)** – If you are away from your desk/office and cannot take calls this is a way of informing internal callers that they should ring an alternative number.

07 **IN OFFICE/STA XXXX** – You may have to work at another colleagues station. This informs internal callers where to redirect their call to.

08 **IN A MEETING/RTN TIME (HH:MM)** – If you are not contactable in a meeting you should use this message.

09 **AT HOME** – If you are to be working from home for a day leave this message on you phone before leaving the office.

10 **AT BRANCH OFFICE**

11-20 – These options are available to be custom set to your organisation's requirements.

Note: Information contained within this document is subject to change without prior notice

User Programming Codes

The two flexible buttons that are not labelled can be assigned as the one of the popular features below. To programme a button as the code the sequence is:

[TRANS/PGM] + [FLEX BUTTON] + Programme Number + [HOLD/SAVE]

Differential Ring.............................**11**	Listen to Station Status.....................**64**
Enblock Mode..............................…..**14**	Record Paging Message...................**65**
ICM Ring Tone.............................……**18**	Erase User Greeting........................**66**
CO Ring Tone..............................……**19**	Erase Paging Message....................**67**
COS Down....................................……**21**	LCD Language Change..................**71**
Walking COS.................................……**23**	BGM (Background Music)..............**73**
Authorisation Code Register............**31**	Station Name Register.....................**74**
Authorisation Code Change..............**32**	Headset Setup................................**75**
Set Wakeup Time...........................…**41**	Headset/Telephone Ring Mode.........**76**
Conference Room Activate...............**43**	Account Code..................................**80**
Conference Room Deactivate...........**44**	DDI Call Wait Activate....................**81**
Preset Message Activation...............**51**	Intercom (ICM) Hold........................**83**
Set Custom Message.....................…**52**	Camp On..**85**
Record User Greeting.....................…**61**	UCD (Call Centre) DND.................**87**
Play Date and Time........................…**62**	Conference.....................................**91**
Play Station Number.......................…**63**	DND..**93**
	Flash..**94**
	Mute...**95**
	Redial...**97**

Your digital telephone's keys

(1) OHD

Off Hook Dial - This is for activating the phone's speaker whilst on hook, however the phone's handset must be lifted to engage in conversation. Useful when using a headset.

(2) Hold/Save Key

Dual purpose key. When in a call it is used to place a caller on hold. When programming it is for permanently updating changes to the system memory.

(3) Volume (+ / -) Key

Used for adjusting speaker, ringing and in-call volume.

(4) Speed Key

This key is used to access System and Personal speed dial numbers and the internal directory.

(5) Trans/Pgm Key

Dual purpose key. When in a call with an external party it is used to transfer. When programming features, speed dial numbers it is a programme key.

(6) Flexible Keys

These keys are for use as line keys or for storing regularly used features or speed dials.

Making and Answering calls
Always ensure that external parties are informed if you intend to record a call.

Making and Answering an external call
Options for calling externally are:
1. Lift the handset and dial 9 followed by the number.
2. Dial 9 followed by the number.
3. Press the **[OHD]** button and dial 9 followed by the number.
For options 2 and 3 you must lift the handset when the called party answers as the 7004N/D does not support full 'Hands Free' speech.
(Note: It is possible to assign a flexible button with a speed dial to enable a single button press for external calls).

To answer an external call lift the receiver.

Making and Answering an internal call
You can make an internal call in the following ways:
1. Lift the handset and dial an extension number.
2. Dial an extension number.
3. Press the **[OHD]** button and dial an extension number
For options 2 and 3 you must lift the handset when the called party answers as the 7004N/D does not support full 'Hands Free' speech.
(Note: It is possible to assign a flexible button with an extension number to enable a single button press for internal calls).

To answer an internal call lift the receiver.

Placing and External/Internal Call on hold
Whilst connected to another party (internal or external) press the **[HOLD/SAVE]** button.

Retrieving an External/Internal Call on hold
If you are 'Off-Hook' (holding the handset) simply hang up (replace the handset) and the original call is presented back to your phone (your handset will ring). Alternatively just dial the extension number of the station that you placed on hold and you will be reconnected.

USER PROGRAMMING CODES
PRE SET MESSAGES
PAGE CODES

This menu tree can be used for programming various advanced features. To enter the menu press the **[TRANS/PGM]** button.

[1] RING
    1.1 TYPE
    1.2 ANSWER MODE
        1.2.1 OHD (H)
        1.2.2 TONE (T)
        1.2.3 PRIVACY (P)
    1.8 ICM RING
    1.9 CO RING

[2] COS
    2.1 COS DOWN
    2.2 COS RESTORE
    2.3 WALKING COS

[3] AUTH / MOBILE EXTN
    3.1 AUTH REGISTER
    3.2 AUTH CHANGE
    3.3 REG MOBILE-EXT
    3.4 ACTIVE MOBILE-EXT

[4] TIME / CONF-ROOM
    4.1 SET WAKE-UP TIME
    4.2 WAKE-UP DISABLE
    4.3 ACTIVE CONF-ROOM
    4.4 DEACTIVE-CONF ROOM

[5] MESSAGE
    5.1 SET PRESELECTED MSG
    5.2 SET CUSTOM MSG

[6] ANNOUNCEMENT
    6.1 REC USER GREETING
    6.2 LISTEN TIME/DATE
    6.3 LISTEN STA NUMBER
    6.4 LISTEN STA STATUS
    6.5 REC PAGE MSG
    6.6 ERASE USER GREETING
    6.7 ERASE PAGE MESSAGE

[7] SUPPLEMENTARY
    7.1 LCD DISPLAY LANGUAGE
    7.3 BGM
    7.4 REGISTER STA NAME
    7.5 SPK/HEADSET
    7.6 HEADSET RING MODE
    7.7 WTU STA NUM RCVR

[*] SYSTEM (DO NOT USE)

For detailed information on how to use the above menu tree there is a full user guide available from www.cranetlg.co.uk/ipldk/userguides

Call Forward
1. Dial **554** from your handset.
3. Select a forward option as per below. (Example: Select option 4, Busy/No Answer)
4. Select the destination appropriate to the call forward type. (To select the integral messaging card for options 1 to 4 press **#** - You will need permission to use this application).
5. To cancel the call forward dial **554, #.**

Call Forward

It is possible to forward you phone in a number of ways. The options available are:

0 – Follow-Me (To forward calls from your extension to an extension at a temporary location. The forward is activated at the temporary location. A valid authorisation code will be required).

1 – Unconditional (This option allows you to forward all calls immediately to a Station, Hunt Group or the integral Voice Messaging card).

2 – Busy (Destination options are as per option 2. Calls will only forward when you are busy – on the phone).

3 – No Answer (Destination options as per option 1. Calls will only forward when a 'No-Answer' timer expires. The length of the time is determined by a qualified System Administrator).

4 – Busy/No Answer (Combines options 2 & 3. Most popular, especially where Voicemail is used).

5 – Off-Net (This allows you to forward your phone unconditionally to a remote location such as Mobile or home phone using a speed dial).

6 – No Answer Off-Net (As per option 6 but only after a no-answer timer)

7 – Access Not Permitted

- Allows you to cancel any call forward.

Call Park

This is a way of transferring a caller to a temporary 'parking bay' where they can be retrieved by another party. This is useful at busy reception positions as an alternative to placing callers on hold. See below for operation.

Parking a Call

Whilst connected to an external party press the **[TRANSFER]** button, dial a **Park Location (See below for location numbers)** or press a flexible button labelled as Park and hang up.

Retrieving a Parked Call

If retrieving a call that you have parked, dial the relevant digits for the parking bay used (**See below**)

If responding to a page, dial the relevant digits (**See below**) from the nearest available telephone.

Call Wait (Camp On)

This feature allows you to inform a busy station that you are waiting to speak to them.
1. Dial an internal number
2. Get busy tone and press the **[*]** button.
3. If the called party answers you can speak with them or simply transfer a call to them.

Answer a Call Wait (Camp On)

1. After hearing Call Wait (Camp On) tone press the **[HOLD/SAVE]** button.
2. Your existing caller is placed on hold.
3. When you have finished speaking you will return to the original caller when the second caller hangs up.

TIP: It is possible to assign a flexible button as CAMP ON. See Page 13 for Flexible Key programming codes.

Park Locations:

IPLDK 50/100: 601-610
IPLDK 300/300E: 601-619

Character Entry Chart

Please follow the chart below when entering characters.

. = 13 1 = 10	A = 21 B = 22 C = 23 2 = 20	D = 31 E = 32 F = 33 3 = 30
G = 41 H = 42 I = 43 4 = 40	J = 51 K = 52 L = 53 5 = 50	M = 61 N = 62 O = 63 6 = 60
P = 71 Q = 72 R = 73 S = 74 7 = 70	T = 81 U = 82 V = 83 8 = 80	W = 91 X = 92 Y = 93 Z = 94 9 = 90
Space = *1 : = *2 , = *3	0 = 00	#

Saving your name to your phone (Allows others to see who is calling them internally).
1. Press the **[TRANS/PGM]** button and dial **74**.
2. Enter your name as per the Character Entry chart
3. Press the **[HOLD/SAVE]** button to save your name to the system memory
(Please note that you will not be able to see what you are programming when entering your name on a 7004N/D. This feature may be easier to programme from a system attendant phone).

Storing Personal Speed Dials
1. Press the **[TRANS/PGM]** button.
2. Press the **[SPEED]** button.
3. Dial the number of the speed dial bin you 000-099
4. Enter the required speed dial number and press **[HOLD/SAVE]**. (You do not need to enter 9 for an outside line).
5. Enter the name as per the character entry chart on page 23.
6. Press the **[HOLD/SAVE]** button.

Storing information under a flexible button
1. Press the **[TRANS/PGM]** button and select the button you wish to assign.
2. Assign the button in on of the following ways:
    a) Press the **[TRANS/PGM]** button followed by a user programming code .
    b) Press the **[SPEED]** button followed a speed dial number.
    c) Enter the relevant extension number.
 3. Press the **[HOLD/SAVE]** button.

Call Pickup (Directed) – Interception of unanswered calls at an extension or hunt group.
1. Dial 7 followed by a hunt group number or the extension number of the station that is ringing
2. You will then be connected to the calling party.
(Code can be saved under a flexible button).

Call Pickup (Group) – Interception of unanswered calls at an extension or hunt group.
1. Pick up your handset or press the **[OHD]** button.
2. Dial **566**.
3. You will be connected to the caller (Pick up the handset to speak).
(Code can be saved under a flexible button).

Transfer (Screened) – The ability for a user to connect one called party to another.
1. Whilst connected to a caller press the **[TRANS/PGM]** button.
2. Dial the appropriate extension number or press a flexible button that has been assigned with a station number.
3. Wait for the called party to answer, announce the call and Hang Up

Transfer (Unscreened) - The ability for a user to connect one called party to another.
1. Repeat steps 1 to 3 as described above.
2. Hang up on ringing without announcing the call.

Using Speed Dial Numbers
1. Press the **[SPEED]** button.
2. Dial the required speed dial number.

Making a Page
1. Lift receiver or press the **[OHD]** button.
2. Dial the required paging code (see the list of codes below).
3. Hang up once you have finished the page.

Page Codes:
501-535 – Internal Page Zone
543 – Internal All Call
544 – Meet Me
545 – External Zone 1
546 – External Zone 2
547 – External Zone 3
548 – External All Call
549 – All Call

(Page zones will need programming).

Conference Call
This feature allows multiple parties to speak simultaneously.
You will need a flexible button assigned as **[CONFERENCE]**.

1. Press the **[CONFERENCE]** button while on a call.
2. Dial another extension or external number.
3. When the party answers press the **CONFERENCE** button once to enable you to add another party or twice to set up the conference and allow all parties to converse.

Last Number Redial/Redial
To use the redial feature you will need a flexible button assigned as **REDIAL**.

1. Press the **REDIAL** button.
2. Use the **[VOLUME +/-]** button to find the number you require. The first in the list is the last dialled number.
3. Press the **[HOLD/SAVE]** button and the number you selected will be dialled.
4. To access the last dialled number you can alternatively press the **[SPEED]** button followed by the **[*]** button followed by **[HOLD/SAVE]**.
(Please note that if you are using a 7004N the **REDIAL** function should only be used to access the last dialled number. This is due to the absence of a screen).

Leaving a Message Wait Notification
You will need a **[CALL BACK]** flexible key.

At a Busy Station
1. Press the **[CALL BACK]** button.
2. When the busy part hangs up you will be notified with intermittent bursts of tone.

Calling an Unanswered Station
1.Press your **[CALL BACK]** button and hang up.

Answering a Message Wait Notification
1. Press the **[CALL BACK]** button or dial **557**.

USER PROGRAMMING
SAVING YOUR NAME TO YOUR PHONE
STORING PERSONAL SPEED DIALS
CHARACTER ENTRY CHART